Policy Area: External Policies and Procedures
Subject: Student Policies and Procedures
Title of Procedure: Withdrawal and Re-credit Review Procedure
Document Number: 16EX29 V1.1
Effective Date: 01/10/2015
Approval Date: 01/10/2015
Revision due: 01/10/2016
Approved by: Steve McNab - CEO

Purpose

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with SPIE. Procedure

SPIE will:

- Set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study;
- Ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Guidelines;
- Ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

A student who withdraws from a VET unit of study on or before the published census date for that VET unit of study will not incur a VET FEE-HELP debt for that VET unit of study.

A student who withdraws from a VET unit of study after the published census date for that VET unit of study will incur a VET FEE-HELP debt for that VET unit of study.

A student who has incurred a VET FEE-HELP debt for a VET unit of study may apply to have their FEE-HELP balance re-credited for the affected VET units of study in accordance with the following procedure.
Special circumstances
If a student withdraws from a VET unit of study on or after the census date for that VET unit of study, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected VET units of study.

SPIE will re-credit the student’s FEE-HELP balance if it is satisfied that special circumstances apply where:

- These circumstances are beyond the student’s control; and
- These circumstances did not make their full impact on the student until on or after the census date for the VET unit(s) of study in question; and
- These circumstances were such that it was impracticable for the student to complete the requirements in the period during which the student undertook or was to undertake the VET unit(s) of study in question.

SPIE will be satisfied that a student’s circumstances are beyond the student’s control if a situation occurs that a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- Lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- A student’s incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Each application to re-credit a student's FEE-HELP balance will be examined and determined on its merits by considering a student’s claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing. Please use Re-credit application form and submit to the Director of Education:

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<tr>
<th>In Person:</th>
<th>Post:</th>
<th>Scan and email to:</th>
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</thead>
<tbody>
<tr>
<td>Director of Education</td>
<td>Level 1/65 York St</td>
<td><a href="mailto:admin@spie.edu.au">admin@spie.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>Sydney NSW 2000</td>
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To withdraw from a VET FEE-HELP eligible course or unit of study without incurring a VET FEE-HELP debt, you need to complete the formal withdrawal application form for every unit of study that you want to withdraw from by the census date, including any units for future study periods.

Withdrawal must be made in writing and submitted to Director of Education in time for it to be delivered and processed by the census date. You should keep a copy of your withdrawal documentation as confirmation that you completed the correct procedure.